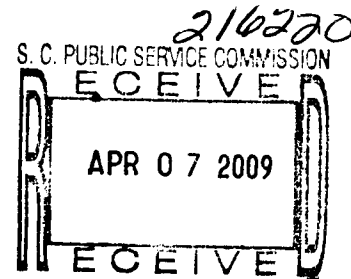


# *Infinger* FURNITURE

2009-156C



Charles Terreni  
Chief Clerk / Administrator  
Public Service Commission  
PO Drawer 11649  
Columbia, SC 29211  
(866) 247-8357

April 3, 2009

Mr. Terreni,

I have been advised to be as concise as possible. Per conversations with Lori Swygert from the Office of Regulatory Staff and attorney David Butler of the Public Service Commission I am writing to file a written complaint and seeking to petition the PSC for a hearing to find resolution to a dispute between Infinger Furniture and DeltaCom. Briefly, we were switching phone companies from DeltaCom to Nuvox after our contract had completed with DeltaCom around November 2008. One of the items on the check sheet from Nuvox was to make sure we had disconnected properly with our existing phone company. All of the "porting" of numbers and technical disconnect matters were handled by Nuvox prior to the switch over date. Also, prior to this date I telephoned DeltaCom and spoke with a customer service person briefly and was advised that disconnection issues were handled by the "disconnect group" where I was then transferred. I left a message on the voice mail of the disconnect group with my name, phone, account number, and directions that I was planning to discontinue our service with them and that I needed to make sure I had handled everything properly on their side and to please call and confirm that I had done everything properly. After several days and no response I telephoned again with the same basic message to their voice mail. After several more days again no response and again another message to the "disconnect desk" voice mail. During this time I communicated to our accounts payable person wondering about why we have received no response. I also telephoned our Nuvox representative with the same question. His response was that it was probably all completed and that they didn't find it necessary to waste time with a follow up phone call. After three calls I concluded the same. If I had been aware that there were ANY issues that would impact my ability to discontinue service with DeltaCom I would not have gone forward with the switch over to NuVox. The companies silence led me to believe that everything was fine. Therefore, I went ahead with our plans to switch based on this belief. The following month we received another bill from DeltaCom and this was brought to my attention by our accounts payable person because she felt as I did that this was an error. I contacted DeltaCom that day and had a lengthy conversation with members of the staff about my previous calls to the "disconnect desk". They said I had not called prior to the call on that date. The point I kept trying to pound home was how in the world would I know of their term "disconnect desk" if I hadn't contacted them prior. A lucky guess? What about the people that are witnesses to my calls and conversations on this matter. They misheard these details? I have tried unsuccessfully thru each of their various levels of complaint



resolution to conclude this error. Additionally, another person in a business group I attend approached me after hearing I was having difficulties with DeltaCom and basically recounted to me what he had experienced and it was the same scenario. The Office of Regulatory Staff and PSC mentioned of others with the same complaint. Well before the conclusion from the "Escalation Desk" (03/27/09) I was turned over to and called by a collection company. I can supply the names and contact info of the person's that were witness to the events as well as any other info you may find pertinent.

Sincerely,

A handwritten signature in black ink that reads "Bobby Infinger". The signature is fluid and cursive, with the first name "Bobby" being more prominent.

Bobby Infinger